Three pillars of JR East Group's CSR Report 2017

Based on six themes outlined in JR East Group Management Vision V – Ever Onward, the JR East Group CSR Report 2017 presents various efforts by JR East Group in relation to three pillars: Safety, Society, and Environment.

[Safety]

Based on the Group Safety Plan 2018 as our fundamental concept of safety, in this Safety section, we report our efforts to achieve "extreme safety levels."

[Society]

This section describes initiatives for improving service quality of transport services and others, dealing with inbound customers, etc., contributing to communities through regional revitalization, child care support, etc. and for diversity, etc.

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Environment

[Environment]

This section describes initiatives such as system reforms and introduction of new reduction guidelines, with an aim to achieve the FY2020 and FY2030 goals towards reduction of environmental burden while promoting proactive environmental practices at each workplace.

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Society

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Note: External Assurance on environmental performance and environmental accounting data

KPMG AZSA Sustainability Co., Ltd. has been engaged to provide external assurance on a set of selected environmental performance and environmental accounting indicators so that the reliability of the data is ensured. The particular indicators that are assured are marked with a \approx for clarity.

The JR East Group conducts business pursuant to standards and rules such as ISO26000 and the Charter of Corporate Behavior established by Keidanren (Japan Business Federation).